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Position: Reimbursement Specialist
Division: Administration
Supervisor: Reimbursement Officer

SUMMARY

Assesses the financial ability of program consumers to pay service fees and performs consumer and third party insurance billing.

ESSENTIAL FUNCTIONS/PRINCIPAL DUTIES AND RESPONSIBILITIES OF POSITION

1. Conducts financial interviews and appeals; evaluates financial ability of program clients.
2. Assesses service fees and establishes payment plan.
3. Prepares and follows up on delinquent account activity.
4. Prepares and follows up consumer, insurance, and other third party billing.
5. Maintains manual and computer-based consumer account and financial information records which include the computer entry of all client related data from reimbursement and MIS forms, including financial input, payment, plan admissions, intake, discharges, SA data, updates, etc.
6. Enters corrections, data from MIS exception reports.
7. Researches and responds to consumer complaints and questions regarding billing.
8. Pursues collection activity on delinquent accounts.
9. Liaisons with treatment staff regarding client accounts to ensure accurate and timely entering of all necessary information and to research and follow up on any client account problems.
10. Does related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Good knowledge of bookkeeping practices related to the maintenance of financial records and accounts; good knowledge of the policies and procedures of the third party insurers of the population served; good knowledge of the agency's consumer fee policies; good skill in conducting financial interviews and the assessment of financial data of a diverse population; good computer skills, particularly in data entry, spreadsheet software, and word processing, ability to accurately and quickly make arithmetical calculations to prepare and maintain

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financial records and accounts; ability to communicate effectively orally and in writing; ability to establish good consumer relations.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Incumbent performs work in an office environment. Physical capability to effectively use and operate various items of office related equipment such as, but not limited to, a personal computer, calculator, copier, and fax machine. Some walking, moving, carrying, climbing, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling. Ability to lift boxes of up to 10 lbs.